

# CAPtions

Fall 2011

News Bulletin of the Computer/Electronic Accommodations Program  
Office of the Assistant Secretary of Defense (Health Affairs)

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## Reflection on Fiscal Year 2011

As many of you know, CAP underwent a variety of changes in processes and procedures during Fiscal Year 2011 (FY11) which resulted in a very difficult year for our customers, vendors and our own employees.

As a result of the Department of Defense efficiencies, we were required to change our purchasing process. Unfortunately the trust and confidence that our customers once had in our abilities to effectively provide accommodations has suffered and for that we humbly apologize.

In response to the required process changes, we restructured our business model and organized our staff into three new teams—Acquisition, Assessment and Outreach. These teams are designed to work directly with our customers and the new contracting office to ensure requests for accommodations are processed within designated timeframes. In addition, our staff continues to review the aspects of our organization that have made us successful in the past in order to ensure that we apply those features into CAP's future.

While last year presented its challenges, it is important for us to acknowledge our accomplishments. CAP provided over 12,609



CAP Team members.

accommodations during FY11 under new ordering requirements, including our 100,000<sup>th</sup> accommodation to a Department of Justice employee. We provided trainings in Germany for Service members stationed at our Military Treatment Facilities. CAP's newly redesigned website won the Horizon Award and we transitioned to a new URL ([www.cap.mil](http://www.cap.mil)). CAP created the first in a series of online training modules to help hiring managers understand how simple and beneficial hiring employees with disabilities can be. In addition, CAP won the Tele-Vision Award acknowledging our involvement in Telework in the Federal government.

As an organization, we have spent time reflecting on the past year, focusing on both our challenges and accomplishments. While it has not been easy for our customers, vendors or ourselves, we are looking forward to a brighter FY12 with our fully redesigned team now better suited to meet the unique challenges we face as we move forward.



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## CAP Accommodates Medal of Honor Winner

On July 13, 2011, Sgt. 1<sup>st</sup> Class Leroy Petry was awarded the Medal of Honor in a ceremony at the White House. He is the ninth Service member to be named a recipient of the Medal of Honor for actions in Afghanistan or Iraq.



Sgt. Petry was injured during a May 26, 2008 grenade attack during combat operations in Afghanistan. During a daylight raid to capture a high-valued target, Sgt. Petry sustained a

gunshot wound in both legs, knocking him and two others soldiers over. The insurgent threw a grenade towards them and Sgt. Petry sprang into action, grabbing the grenade and saving his fellow rangers while sacrificing his hand.

“It was almost instinct—off training” Petry said, “It was probably going to kill all three of us. I had time to visually see the hand grenade...I figure if you have time to see it, you have time to kick it, throw it, just get it out of there.”

Sgt. Petry underwent various surgeries at Darnall Army Medical Center in Fort Hood, TX to heal and was fitted with a state of the art prosthetic. Sgt. Petry continued on active duty, recently re-enlisting for another eight years in the Army.

Following his injury, Petry contacted CAP for accommodations. CAP provide him with voice recognition software, a digital voice recorder, and a PDA to help assist with his recovery.

CAP is honored to have been able to assist with Sgt. Petry's recovery, and wishes him the best of luck as he continues to serve our country. For more on his story, please visit [www.army.mil/medalofhonor/petry](http://www.army.mil/medalofhonor/petry)

## CAP Receives Wounded Warrior Hiring and Support Award

In early November, CAP received the Wounded Warrior Hiring and Support Award for 2011. The award was presented by the Assistant Secretary of the Navy for Manpower and Reserve Affairs, Mr. Garcia, VADM McCoy (NAVSEA Commander) and VADM Architzel (NAVAIR Commander).

This award recognizes an organization or an individual's efforts in executing the President's guidance to do “everything in our power to assist [Veterans] in re-entering civilian life and finding employment.”

“It is a great honor to do anything we can to serve our [service members],” Cohen said. “By having the right solutions they can continue to meet their missions and goals. That is what we see in the veterans we are able to assist; the desire to continue to contribute to society despite injury or disability.”



## We Have Posters!

CAP has created a series of posters available for download to promote the employment of individuals with disabilities and wounded Service members. Please visit our website, [www.cap.mil](http://www.cap.mil), to download a CAP Poster and show your support of individuals with disabilities and wounded Service members.

Download the Posters via CAP's website at <http://cap.mil/PublicationsForms/marketing/CAPPosters.aspx>



## CAPTEC has a NEW Manager!

The CAP Technology Evaluation Center welcomes Charnessa Warren!

Charnessa Warren, MS, ATP, is a native of Illinois, where she earned a Bachelor of Science degree in Speech and Hearing



New CAPTEC Manager, Charnessa Warren.

Science from the University of Illinois at Urbana-Champaign. She also has a Master of Science degree in Disability and Human Development with a concentration

in Rehabilitation Technology from the University of Illinois at Chicago.

While in college, Charnessa was a two year scholar in the McNair Scholar Research program. She conducted two undergraduate research studies and traveled in multiple Midwestern states presenting her research

at national conferences. Charnessa later earned her professional certification in Assistive Technology through the Rehabilitation Engineering and Assistive Technology Society of North America.

Charnessa has served as an evaluator, trainer and presenter for more than thirteen years in a variety of settings. Her past experience includes the largest public school district in Chicago; One-Stop Employment Centers throughout Illinois; the Illinois Department of Rehabilitation; Small Business centers in northern Illinois; and the Illinois Assistive Technology Program. She has trained individuals with disabilities, their family members, caregivers, and other service providers in the use of assistive devices and software. Her education and work experience in the local and state government, has well prepared her for her new role as the CAPTEC Manager.

Charnessa is happily married and has two daughters and one son. In her spare time, Charnessa likes to write and record music.

To learn more about CAPTEC or to schedule an appointment, please visit <http://cap.mil/Customers/CAPTEC.aspx>



## Can't Find What You Are Looking for on the CAP Website?

Have you been recommended a product during an assessment, but can't find the specific product on our website? Don't worry, that doesn't mean that CAP will not be able to meet your assistive technology needs.

The CAP website lists the most commonly requested assistive technology solutions, however, there is an area where you can fill in your solutions.

Within the Accommodation Request Form, you will come across an area entitled "Find Solutions". Here you will find a list of all the recommended assistive technology solution subcategories for each limitation. For instance, if you selected Dexterity, you would see Accommodation Services, Alternative Keyboards, Alternative Pointing Devices, etc.

At the bottom of this page, near the "Back" button, there is a small blue hyperlink that reads, "Can't find what you're looking for? You can type in your product." Follow this link

and you will be re-directed to a new page, which will allow you to write any product you were recommended. If you have any additional questions during this process, please feel free to contact the CAP Main Office at 703.681.8813 or [CAP@tma.osd.mil](mailto:CAP@tma.osd.mil)



## CAP Introduces New Emails

CAP recently underwent reorganization in an attempt to streamline our processes and procedures. We have created a series of new emails addresses where you can contact individuals during various parts of the process to ensure that we are answering any questions or concerns that you may have.

Do you need information on assistive technology? Do you have questions about your

needs assessment? Contact the Assessment Team at [CAPAssessments@tma.osd.mil](mailto:CAPAssessments@tma.osd.mil) for assistance.

Are you interested in the current status of your accommodation request? The Acquisition Team can answer your questions at [CAPAcquisitions@tma.osd.mil](mailto:CAPAcquisitions@tma.osd.mil).

Would you like to request CAP to present at your agency or event? Email the Outreach Team at [CAPOutreach@tma.osd.mil](mailto:CAPOutreach@tma.osd.mil).

As always, if you have any general questions, you can contact us at [CAP@tma.osd.mil](mailto:CAP@tma.osd.mil).